

September 7

**Registration, Welcome, and Continental Breakfast
(8:30 a.m. - 9:00 a.m.)**

**Morning (9:00 a.m. - Noon)
(Please choose one session)**

How To Build a High-Performing Work Team

Effective teamwork "pays its own way" with greater productivity and profits in your organization. By focusing on the characteristics of a *high-performing work team*, this workshop will give you the tools needed to put together a strong team. You will learn how to test a team's effectiveness and how to improve its performance.

Objectives:

- Recognize the symptoms of poor team performance
- Understand the importance of team member attitudes
- Get the right people on the team
- Improve communication
- Deal with conflicts

Topics:

- Characteristics of strong and weak teams
- Symptoms of poor team performance
- A practical test to determine team effectiveness
- Why effective teamwork is so highly prized
- How winning teams bring out the best in individuals and organizations
- Why people like to work on teams
- Differences in perspective
- Getting the team to work together

Workshop leader: Boucher Consultants

Interpersonal Relationships and Personal Impact

A basic critical element of being an excellent communicator is a clear understanding of the facets of your personality and others' personalities. This knowledge can help you to be flexible, adaptable, and proactive.

A second, vital ingredient for being an excellent communicator is a firm grasp of the dynamics of interpersonal communication. In this workshop, you will master these elements and learn tips on how to make a personal impact in your dealings with other people.

Objectives:

- Understand the Four-Quadrant Theory of Human Behavior
- Consider the perspectives, diversity, and communication styles of customers, employees, colleagues, and supervisors
- Establish rapport, diagnose conflict, and resolve problems
 - Use assertiveness skills
 - Deal with "difficult" or negative behavior
- Give and receive feedback

Workshop leader: Wendi Elth

Lunch Break (Noon - 1:00 p.m.) (Lunch on your own)

**Afternoon (1:00 p.m. - 4:00 p.m.)
Repeat of morning sessions
(Please choose one)**

September 8

**Morning (9:00 a.m. - Noon)
(Please choose one)**

Dramatically Improve Your Writing Today: Top-10 Tips

Learn the critical top-10 tips that will kick up your writing a few notches and lend clarity and professionalism to your communication.

Objectives:

- Get to the point quickly and easily
- Organize your writing so your reader gets the message right away

- Use powerful but simple language for clarity
- Write professional e-mail messages
- Use variety in your writing
- Make requests polite and clear

Workshop leader: Wendi Elth

Overcome Challenges With Emotional Intelligence

In this session, team problem-solving activities will give you hands-on experience in identifying and clarifying workplace challenges. Discover how to overcome those challenges by developing and applying emotional competence.

Objectives:

- Recognize workplace situations that create "emotional hijacking" and learn techniques to effectively deal with them
- Identify emotional competencies that enable superior performance at work and apply them to overcome challenging workplace situations
- Create dialogue about workplace issues that stimulates effective teamwork and collaboration
- Recognize and appreciate the abilities and contributions of yourself and others
- Develop new relationship strategies that increase employee engagement and productivity

Workshop leader: EQ AT WORK

Lunch Break (Noon - 1:00 p.m.) (Lunch on your own)

**Afternoon (1:00 p.m. - 4:00 p.m.)
Repeat of morning sessions
(Please choose one session)**

Advance Your Career . . .